

(19) World Intellectual Property
Organization
International Bureau



(43) International Publication Date
9 September 2005 (09.09.2005)

PCT

(10) International Publication Number
WO 2005/083996 A1

(51) International Patent Classification⁷: **H04M 3/42**,
H04B 1/38

98033 (US). **RUSH, Keldon** [US/US]; 8514 4th Ave NW, Seattle, WA 98107 (US). **ALLAN, Kevin** [GB/US]; 3530 27th Pl. W. #320, Seattle, WA 98199 (US). **BEINIKIS, Linda** [US/US]; 1410 SW Webster Street, Seattle, WA 98106 (US).

(21) International Application Number:
PCT/US2005/005517

(22) International Filing Date: 18 February 2005 (18.02.2005)

(74) Agent: **DALEY-WATSON, Christopher, J.**; Perkins Coie LLP, Patents - SEA, P.O. Box 1247, Seattle, WA 98111-1247 (US).

(25) Filing Language: English

(26) Publication Language: English

(30) Priority Data:
60/546,687 20 February 2004 (20.02.2004) US
60/590,152 21 July 2004 (21.07.2004) US
60/611,607 21 September 2004 (21.09.2004) US
60/652,144 11 February 2005 (11.02.2005) US

(81) Designated States (unless otherwise indicated, for every kind of national protection available): AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG, BR, BW, BY, BZ, CA, CH, CN, CO, CR, CU, CZ, DE, DK, DM, DZ, EC, EE, EG, ES, FI, GB, GD, GE, GH, GM, HR, HU, ID, IL, IN, IS, JP, KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT, LU, LV, MA, MD, MG, MK, MN, MW, MX, MZ, NA, NI, NO, NZ, OM, PG, PH, PL, PT, RO, RU, SC, SD, SE, SG, SK, SL, SM, SY, TJ, TM, TN, TR, TT, TZ, UA, UG, US, UZ, VC, VN, YU, ZA, ZM, ZW.

(71) Applicant (for all designated States except US): **SNAPin** [US/US]; 147 Seventh Avenue West, Kirkland, WA 98033 (US).

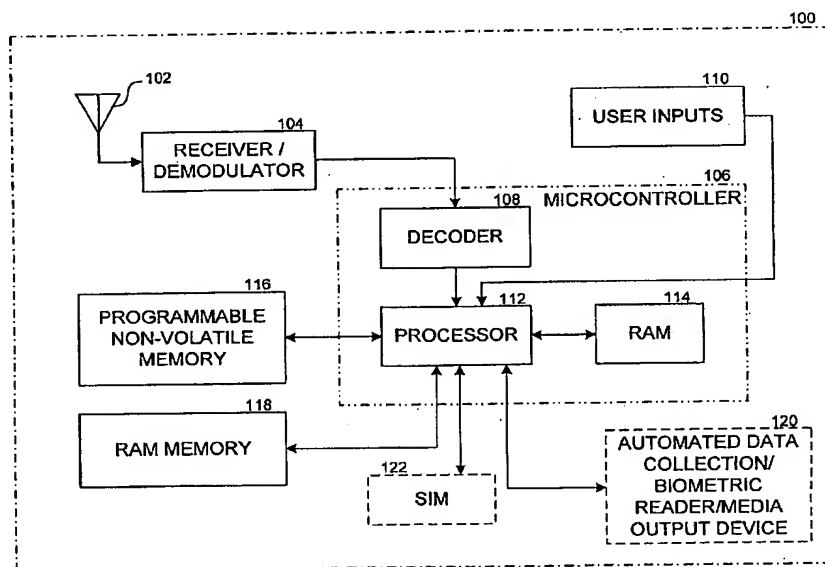
(84) Designated States (unless otherwise indicated, for every kind of regional protection available): ARIPO (BW, GH, GM, KE, LS, MW, MZ, NA, SD, SL, SZ, TZ, UG, ZM, ZW), Eurasian (AM, AZ, BY, KG, KZ, MD, RU, TJ, TM),

(72) Inventors; and

(75) Inventors/Applicants (for US only): **ROUNDTREE, Brian** [US/US]; 10607 NE 110th Street, Kirkland, WA

[Continued on next page]

(54) Title: USER INTERFACE METHODS, SUCH AS FOR CUSTOMER SELF-SUPPORT ON A MOBILE DEVICE



(57) Abstract: A method for providing a localized, context-sensitive user interface (100) for mobile devices is presented. The mobile device may automatically display (120) information received from the network, and update settings on the device when network status changes. A user interface for readily accessing common functions permits efficient navigation on the mobile device. In addition, help buttons (110) are provided that allow subscribers to access customer support services without dialing a customer support number.

WO 2005/083996 A1



European (AT, BE, BG, CH, CY, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HU, IE, IS, IT, LT, LU, MC, NL, PL, PT, RO, SE, SI, SK, TR), OAPI (BF, BJ, CF, CG, CI, CM, GA, GN, GQ, GW, ML, MR, NE, SN, TD, TG).

— *before the expiration of the time limit for amending the claims and to be republished in the event of receipt of amendments*

Published:

— *with international search report*

For two-letter codes and other abbreviations, refer to the "Guidance Notes on Codes and Abbreviations" appearing at the beginning of each regular issue of the PCT Gazette.